



DSPD Quarterly Support Coordinator Meeting



utah department of
human services
SERVICES FOR PEOPLE WITH DISABILITIES

04/21/2021 - 10:30 am - 12:00 pm

Housekeeping

- This meeting is being recorded 
- Please mute your microphone 
- Recording and PowerPoint will be available this Friday at:
dspd.utah.gov/support-coordinators/
- Questions? Type into chat or email dspdinfo@utah.gov

DHS Leadership Introductions



CRAIG WALTERS
Quality and Design



TRACY S. GRUBER
Executive Director



DAVID LITVACK
Deputy Director

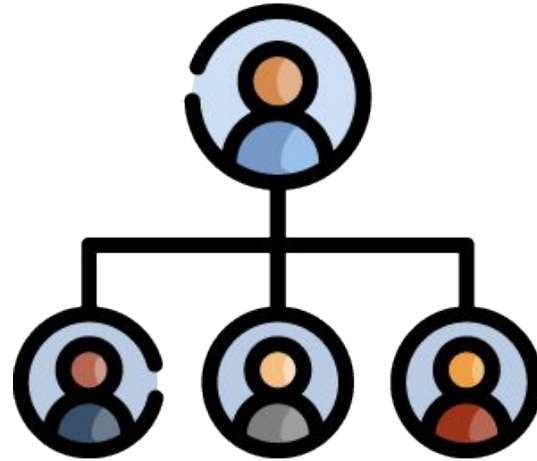
Rescue Act Funding Options

- One-time increase of the federal match for HCBS waiver services by an additional 10% - only available 3/31/22
- **What ideas or thoughts do you have for how this temporary funding could be used to increase opportunities and meet the needs of people we serve?**
- **What could help position our system better for the future?**

Staff Changes

Marci Platt, Community Transitions Waiver Manager

- marci@utah.gov
- (801) 361-2896



Virtual Visits

- Continue the use of virtual visits unless the healthy and safety of the person cannot be ascertained through a virtual visit
 - [In-Person Visits and Your Health Guidance](#)
 - COVID-19 Information tab> Support Coordinators heading



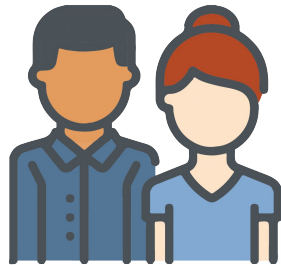
PCSP Meetings

- Year extension on holding a PCSP meeting has ended
- Host a virtual PCSP meeting or in-person PCSP meeting (if it can be safely scheduled)
 - [In-Person Visits and Your Health Guidance](#)
 - COVID-19 Information tab> Support Coordinators heading



Caregiver Compensation

- Extended for **people in DSPD services** through **6/30/21**
- Individuals who meet the criteria but who have not used Caregiver Compensation may still apply for funding
 - COVID-19 Information tab> Caregiver Compensation



Vaccines

- Report is now available in USTEPS
 - Support Coordination> COVID-19 Vaccine Resources

Report Location

Support Coordination

Reports

COVID-19 Vaccine Resources

April Rollover

- 4/29/21: Budget rollover to incorporate the direct care increase
 - Effective for services provided between 4/1/21 - 6/30/21
 - ***All your billing for services provided through 3/31/21 need to be submitted before the last payment cycle of the month (**Monday, 4/26**)
 - Email usteps@utah.gov if you have questions

FY22 Funding Allocations

- \$8,925,000 for additional needs
- \$600,000 to increase the payment rate for the support coordination service
- \$650,000 to increase direct care staff wages
 - April Rollover
- \$1,563,500 to pay **spouses** who provide extraordinary care
 - SB 63
- Funding was **not** allocated to bring new people into ongoing services from the waiting list

Bills That Passed

- HB 333 Medicaid Amendments
- HB 365 State Agency Realignment
- HB 334 Special Needs Training for Law Enforcement Amendments
- SB 63 Caregiver Compensation Amendments



Translation Services



Jordyn Peterson

- (801) 538-6586
- jordynpeterson@utah.gov

Glen Larsen

- (801) 538-9294
- glarsen@utah.gov

Jamie Douglas

- (801) 538-9864
- jdouglas@utah.gov

ISO Process Changes

Do **not** include:

- Any specific dates
- Diagnosis
- Specifics of past or current trauma
- Specific situations that demonstrate a behavioral concern
- A location smaller than a county when talking about the person's history
- Specifics of court involvement unless there are elements a provider would need to follow-up on

ISO Process Changes (cont.)

- Do not at any time share sensitive documents, such as psychological assessments with a provider unless the person has selected them to provide services
- Contact Amy Huppi with questions:
 - amyhuppi@utah.gov
 - (385) 303-7267

2021 Community Inclusion Project


- Community Inclusion Project will be completed in 2 phases
 - Currently gathering survey data as a result of Phase 1
 - 45+ respondents
 - Asked questions regarding benefits, strategies and barriers used to support people to find and keep Competitive Integrated Employment (CIE), and access local community
 - Phase 2 - Community of Practice will be scheduled in the future

Coordination with Vocational Rehabilitation (VR)

EMPLOYMENT SERVICES WORKFLOW

Process Steps to Coordinate DSPD and VR Employment Services

utah department of
human services
SERVICES FOR PEOPLE WITH DISABILITIES

	STEP	Support Coordinator Responsibilities:	VR Responsibilities:	Individual's Responsibilities:
1	Support the Individual in making contact with the local Vocational Rehabilitation (VR) office	<ul style="list-style-type: none"> Assist the Individual in making contact with their local VR office in person or through teleservices Assist the Individual schedule an orientation  	<ul style="list-style-type: none"> Collaborate with the Support Coordinator and Individual to attend an orientation presentation 	<ul style="list-style-type: none"> Make contact with the VR office Schedule an orientation appointment
2	Complete VR application	<ul style="list-style-type: none"> Support Individual to complete and submit their VR application 	<ul style="list-style-type: none"> Provide access to a VR application 	<ul style="list-style-type: none"> Complete the VR application
3	Complete VR orientation and meet with a Counselor	<ul style="list-style-type: none"> Assist Individual to attend orientation in person, online, or through teleservices 	<ul style="list-style-type: none"> Conduct orientation Meet with Individual to help them understand the eligibility process and to understand the person and their needs. 	<ul style="list-style-type: none"> Complete the orientation. (online video or in person) https://www.youtube.com/watch?v=9eXcpUm9HaU
4	Wait for VR eligibility determination	<ul style="list-style-type: none"> Assist the Individual to meet with a VR Counselor after they have received their eligibility letter 	<ul style="list-style-type: none"> Prepare and send eligibility determination to the individual 	<ul style="list-style-type: none"> Look for the eligibility letter in the mail Upon arrival, call support team to schedule a meeting with a VR Counselor
5	Attend a Meeting with VR Counselor	<ul style="list-style-type: none"> Attend meeting in person or via teleservices Complete and return Department of Workforce Services Utah State Office of Rehabilitation (DWS USOR) Form 58a if requested 	<ul style="list-style-type: none"> Start the conversation about employment, and develop a plan based on employment goal within 90 days of the meeting For Individuals on the Supported Employment (SE) track, VR initiates DWS USOR Form 58a when an Individual Plan for Employment (IPE) is established Coordinate Individual's decisions with the Support Team 	<ul style="list-style-type: none"> Communicate employment goals to Support Team Help the team determine what your employment needs are Choose a Community Rehabilitation Provider (CRP)

Employment Services Workflow

	STEP	Support Coordinator Responsibilities:	VR Responsibilities:	Individual's Responsibilities:	Expectations of CRP
6	Participate in VR services	<ul style="list-style-type: none">• Be an active and participating member of the support team• Adjust any DSPD services as needed• Attend meetings as much as possible	<ul style="list-style-type: none">• Authorize employment supports• Document and communicate progress• Be an active and participating member of the support team	<ul style="list-style-type: none">• Communicate with your job coach and your support team regularly• Be an active member of your support team• Attend and participate in all scheduled meetings• Be a valuable employee	<ul style="list-style-type: none">• Job coaching and job development activities• Meet frequently with the support team• Meet with the Individual for activities as necessary• Be an active and participating member of the support team
	STEP	Support Coordinator Responsibilities:	VR Responsibilities:	Individual's Responsibilities:	RFS Team Role
7	Prepare for DSPD to fund ongoing employment supports Begin this process at least 60 days prior to "Anticipated Date Extended Services"	<ul style="list-style-type: none">• Attend job stability meeting• Collect and upload DWS USOR forms 58b and DWS USOR Forms 93 and 95 into USTEPS from VR Counselor• Complete a Request for Services (RFS) if needed• A RFS requires: Work Strategy Assessment (WSA), DWS USOR Form 93 documentation (Three months of job coaching documentation), and DWS USOR Form 58b attached to the RFS in USTEPS	<ul style="list-style-type: none">• Conduct job stability meeting• Complete DWS USOR forms 58b, 93 and 95 covering three months of job coaching support and send to the Support Coordinator	<ul style="list-style-type: none">• Continue at your chosen job• Communicate if you need any changes in supports	<ul style="list-style-type: none">• Provide an impartial assessment of all the prescribed services after VR services are fully utilized• Review all documentation and justification to ensure pertinent criteria has been met• Deliver individual decision based on consensus of committee members
	STEP	Support Coordinator Responsibilities:	VR Responsibilities:	Individual's Responsibilities:	
8	DSPD funds ongoing employment supports	<ul style="list-style-type: none">• Coordinate ongoing supports and transfer services	<ul style="list-style-type: none">• Once DWS USOR form 58b, 93, and 95 are completed and sent to the Support Coordinator, the VR case will remain in Employed status for 90 days	<ul style="list-style-type: none">• Continue services through DSPD	

Note: If individual loses employment, it may be appropriate to repeat steps 1-8. Use your best professional judgment.

Employment Services Workflow (cont.)

- If an individual loses employment, it may be appropriate to repeat steps 1-8. Please follow all current DSPD and USOR guidance, and use your best professional judgement.

Employment Service Workflow - Slide 1

Workflow Step

1. Contact local VR office
2. Complete VR application
3. Complete VR orientation and meet with VR Counselor
4. Wait for eligibility letter

Support Coordinator Responsibility

1. Assist person to make contact
2. Assist Person to complete application
3. Assist person to attend orientation
4. Assist person to schedule meeting with VR Counselor after eligibility is received

Employment Service Workflow - Slide 2

Workflow Step

5. Attend a Meeting with a VR Counselor
6. Participate in VR Services
7. Prepare for DSPD to fund employment supports
8. DSPD funds employment supports

Support Coordinator Responsibility

5. Active participant in VR meeting, complete requested forms
6. Active participant on VR support team, adjust any DSPD services
7. Attend job stability meeting, complete RFS
8. Coordinate DSPD employment supports

VR: Support Coordinator Expectations

Support Coordinator expectations when participating in the VR process:

- Ensure individual is prepared for meetings and discussions with a VR Counselor
- Advocate for individual vocational needs, desires and interests
- Respect the VR Process, recognizing it is different than DSPD
- Promptly respond to a request from VR
- Work with the VR Counselor to ensure individual receives appropriate services to be successful in obtaining and maintaining their job
- Coordinate other DSPD services to help maintain Competitive Integrated Employment long-term

VR Counselor Roles and Responsibilities

- Determines eligibility for VR services
- Providing VR Counseling and Guidance
- Determining the appropriate intervention services necessary to support the VR client in pursuit of competitive and integrated employment*
- Providing informed choice to all clients of VR
- Developing a cooperative plan with the individual, the family, other agencies and local service providers*
- Coordinating, facilitating, problem solving, and communicating with the client and other stakeholders and setting clear expectations of each party's roles and responsibilities*
- Holding team meetings as often as necessary will ensure success with this important step*
- Identifying continued barriers to employment
- Negotiating additional services as necessary to assist clients in becoming successfully employed

Collaboration between DSPD and VR

DSPD Reminders

- DSPD staff coordinate issues, questions or unique cases with VR on a consistent basis.
- DSPD will ask that an individual meet with a VR Counselor for informed choice, but does not require an individual to sign up for VR.
- DSPD does not require every individual complete a Work Strategy Assessment (WSA). WSA's should be authorized when an individual has expressed interest in working and in collaboration with a VR Counselor.

Collaboration between DSPD and VR (cont.)

VR Reminders

- VR staff coordinate issues, questions or unique cases with DSPD on a consistent basis.
- VR does not generate a letter stating a client “cannot work”
- VR can provide an “Employment First” letter which indicates the client received information about VR services and is choosing to not pursue employment at this time
- VR can provide restoration services to clients to assist in stabilizing disabling conditions prior to job searching
- VR will complete a comprehensive assessment of the client’s needs, so job search activities may not start immediately after the client is determined eligible

“Employment First Letter”

Why is a letter being requested from VR?

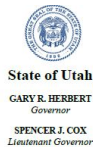
- As part of a Request for Services (RFS)
 - Person needs informed choice for employment before asking for a replacement service

This letter DOES NOT state an individual cannot work, but does state they have received information and referral services from VR, and has chosen not to pursue employment at this time.

“Employment First Letter” (cont.)

Process to obtain letter:

- 1) Contact local VR office indicating an “Employment First Letter” is needed for DSPD purposes
- 2) Meet with a VR Counselor in an information and referral meeting
- 3) VR Counselor can then generate an “Employment First Letter” that states the client has received information and has chosen not to pursue employment at this time
- 4) VR Counselor signs the letter for the client



Department of
Workforce Services

JON S. PIERPONT
Executive Director

CASEY R. CAMERON
Deputy Director

GREG PARAS
Deputy Director

12/01/2020

Frodo Baggins

To whom it may concern:

I met with Frodo Baggins to discuss VR supports related to competitive, integrated employment in the community.

Frodo received information on available supports for Frodo to be able to participate in employment in the community which include: VR Guidance & Counseling, Restoration Services, Choose to Work, and Job Search Assistance through Community Rehabilitation Program.

Some of the additional resources provided to Frodo to explore employment related activities include: Utah Center for Assistive Technology, Utah Work Incentive Planning Services, Department of Workforce Services, and Mental Health Services.

At this time, through informed choice Frodo has chosen not to obtain employment in the community; however it was explained to Frodo that he can apply for services in the future when he feels that he would like to explore competitive and integrated employment in the community.

Sincerely,


Jason Bennington
(801) 887-9504

Example Letter

Sign the letter and give it to the
client

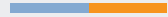
CSM Example:
<https://jobs.utah.gov/usor/vr/about/chapterthreeappendixa.pdf>



Scrambled data
Salt Lake City, UT 84114
• Telephone (801) 887-9500 • Fax • Relay Utah 711
• Spanish Relay Utah 1-888-346-3162 • usor.utah.gov • Equal Opportunity Employer/Programs
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Additional Information

- If steps of the DSPD Employment Process are skipped, completed incorrectly or ignored, this negatively impacts mutual clients.
- If steps in the VR process are not completed appropriately, service provision may be delayed or denied, negatively impacting our mutual clients
- **Example of incorrect Employment Services Workflow:** Using previously approved DSPD employment services to support a new job search or placement.



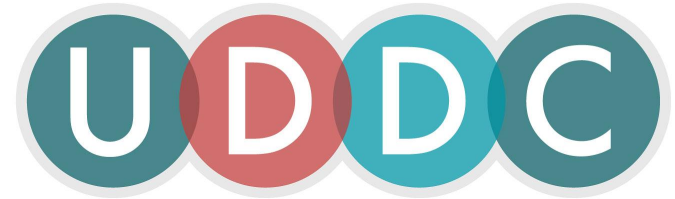
Utah Comprehensive Assessment of Needs and Strengths (UCANS)



Utah Developmental Disabilities Council

“The Words We Speak” Project

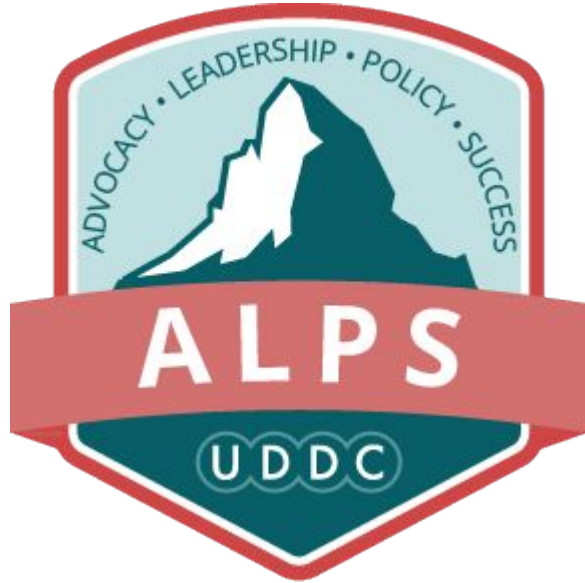
- The Goal: Create a crosswalk/roadmap tool for families and self-advocates who can be empowered to confidently navigate the various systems in which they work.



Utah Developmental
Disabilities Council™

Complete the survey here:
<https://forms.gle/Lzem3ypPuKmLXY5s7>

Advocacy Leadership Policy Success (ALPS) Program



What should I expect if I participate?

You will work individually and in a group to help you reflect on your life and your community. Each person will work toward creating a personal advocacy plan with the skills and knowledge gained throughout the program.

In this program, you will:

- share thoughts and ideas with other participants
- attend 80 hours of training: 5 in-person training sessions and 6 online sessions between September and May (no session in December)
- be open to challenging yourself to think differently and to be open to new ideas
- give feedback to presenters and program staff on presentations, activities, and advocacy skills taught
- set goals and take action

What does it cost to participate?

It doesn't cost anything, It's FREE!

Who do I contact to sign up or get more information?

You can email uddc@utah.gov or call 801-245-7350



Q&A

Type into chat or
email
dspinfo@utah.gov

Next Quarterly Support Coordinator Meeting

- Wednesday, July 21, 2021
from 10:30 am - 12:00 pm

dspd.utah.gov/support-coordinators/



Next Self-Advocate and Family Gathering

- Wednesday, May 12, 2021
 - Day: 11:30 am - 1:00 pm
 - Evening: 6:30 pm - 8:00 pm

dspd.utah.gov/be-informed-and-be-involved/



RESOURCES

Be Informed and Be Involved

Find a Support Coordinator

Find a Provider

Find a Community Engagement Resource

Emergency Preparedness

New Core Training Videos

dspd.utah.gov/support-coordinator-training/

Settings Rule Training and Monitoring



One-Time Purchases for Adaptive Equipment and Special Medical Needs



UPC Charting the Life Course (CtLC) Videos

utahparentcenter.org/creating-a-vision-of-a-good-life/

Integrated Supports Star (1/2)



In this video, we explain the basic philosophy of Charting the LifeCourse and demonstrate ways for a parent to use the tool *Integrated Supports Star* with a family member. The intent is to give you some ideas for using it for yourself or a loved one.



[DOWNLOAD POWERPOINT](#)



[DOWNLOAD PDF](#)

Integrated Supports Star (2/2)



In this video, a parent reports how they used the tool *Integrated Supports Star* for their family member. They explain what did and didn't work, what the family will do going forward, and hopefully inspire you to use the tool yourself.



[DOWNLOAD POWERPOINT](#)

Life Domain Vision Tool (1/2)



In this video, we explain the basic philosophy of Charting the LifeCourse and demonstrate ways for a parent to use the tool *Life Domain Vision Tool* with a family member. The intent is to give you some ideas for using it for yourself or a loved one.



[DOWNLOAD POWERPOINT](#)



[DOWNLOAD FILLABLE PDF](#)

Monthly NCAPPS Webinars

- Strengths-Based Planning for Worst-Case Scenarios: The Role of Person-Centered Planning in Disaster Preparedness
 - Monday, April 26 from 1 - 2:30 pm MST

ncapps.acl.gov/webinars.html

